

## Hotpoint Service and Spares

FOR SERVICE: If you have a problem with your appliance ring your local Service Office.  
FOR SPARES and ACCESSORIES: To purchase spares and accessories send your  
Accessories Order Form to your Spares Centre. If the accessory or spare part you want is not  
on the form, contact your Spares Centre for prices and availability.  
Please address all correspondence to Hotpoint Spares Centre or Hotpoint Service Office as  
applicable.

Service Offices are open between 8.00am-8.00pm Monday to Friday.  
8.30am-6.00pm on Saturdays and 10.00am-4.30pm Sundays.  
Spares Centres are open between 8.00am-5.00pm Monday-Friday and  
8.00am-12.30pm on Saturdays.

■ Service Office and Spares Centre  
• Service Office only

# Hotpoint

## Models RC10

# INSTRUCTIONS FOR USE

**Before using the freezer,  
please read  
the following  
instructions carefully.**

<b>EAST</b> • <b>ESSEX:</b> Industrial Buildings, Beehive Lane, Chelmsford, CM2 9TE. Post Codes RM & IG Tel: (01245) 482433 Remainder of Essex Tel: (01245) 269331	<b>PETERBOROUGH:</b> Calls Road, PE2 9JB Tel: (01733) 556520 For Spares <b>LONDON</b> • <b>HARROW:</b> Unit 10, Crystal Way, Harrow, Middlesex, HA1 2HP. Tel: (0181) 863 3636 For Spares <b>MIDLANDS</b> • <b>BIRMINGHAM:</b> Westgate Aldridge, W Midlands, WS9 8UX. Post Codes B Tel: (01922) 743271 All other Post Codes Tel: (01922) 743376	<b>IRELAND</b> • <b>NORTHERN IRELAND:</b> 256 Ormeau Road, Belfast, BT7 2TZ. Tel: (01232) 647111 49 Airways Ind. Estate, Dublin 17. Tel: Dublin 429088 For Spares For Spares <b>CHANNEL ISLANDS</b> — Service provided by Agents. Normal Guarantees apply and all Service Schemes are available. <b>JERSEY:</b> 19 Don Street, St. Helier. Tel: (01534) 216225 or <b>GUERNSEY &amp; SARK:</b> Valley Stores, Grande Rue, St. Martins, Guernsey. Tel: (01481) 384222 Barris Lane, Vale. Tel: (01481) 51610 32 High Street, Tel: (01481) 822666	<b>ISLE OF MAN</b> — Service provided by Agents. Normal Guarantees apply and all Service Schemes are available from 5 Dungold St, Douglas. Tel: (01624) 673233 or Cronkbourne Village, Douglas, Tel: (01624) 673056 17 Ridgeway Street, Douglas, Tel: (01624) 258117/25846	<b>SHEETLAND, ORKNEY &amp; WESTERN ISLES</b> — Service provided by Agents. Normal Guarantees apply, but Service Schemes are NOT available. <b>SHEETLAND:</b> For Road: <b>BERWICK:</b> Tel: (01398) 2557 <b>ORKNEYS:</b> Hastings Ind. Estate, Kirkwall. Tel: (01565) 5457 <b>WESTERN ISLES:</b> 27 Bayhead Street, Stornoway, Isle of Lewis Tel: (01851) 3387 <b>OTHER ISLANDS:</b> Local Hydro Electric Shops. EXCEPT ARRAN, BUTE & SKYE — Which are covered by Hotpoint.
<b>SOUTH</b> • <b>KENT, SUSSEX AND SURREY:</b> For Service <b>SOUTHAMPTON:</b> For Service	<b>WEST</b> Larkfield Trading Est, New Hythe Lane, Larkfield, ME20 6SW. All CA Post Codes Tel: 0141-886 6241 For Spares Tel: 0141-886 5611	<b>WALES</b> Westgate, Aldridge, West Midlands, WS8 8UX. Tel: (01922) 745374 • <b>SOUTH:</b> For Service <b>SOUTHAMPTON:</b> For Service	<b>WEST</b> 790707 Tel: (01622) 716631 Unit R, S Hampshire Ind Park, Salisbury Rd, Totton, SO40 3SA. Tel: (01703) 861981/667374 For Spares Tel: (01703) 867933	<b>WEST</b> 802325 Tel: (01622) 716631 Post Codes CF, SA & SY23-25 Tel: (01622) 664121 Tel: (01656) 766111 For Spares
<b>SCOTLAND</b> • <b>RENFREW:</b> For Service	<b>SCOTLAND</b> West Lodge Road, Blythswood Estate, PA4 9EN. All CA Post Codes Tel: 0141-886 6241 For Spares Tel: 0141-886 5611	<b>SCOTLAND</b> Larkfield Trading Est, New Hythe Lane, Larkfield, ME20 6SW. All CA Post Codes Tel: 0141-886 6241 For Spares Tel: 0141-886 5611	<b>SCOTLAND</b> 790707 Tel: (01622) 716631 Unit R, S Hampshire Ind Park, Salisbury Rd, Totton, SO40 3SA. Tel: (01703) 861981/667374 For Spares Tel: (01703) 867933	<b>SCOTLAND</b> 802325 Tel: (01622) 716631 Post Codes CF, SA & SY23-25 Tel: (01622) 664121 Tel: (01656) 766111 For Spares

In accordance with its policy of progressive product design,  
the Company reserves the right to alter specifications.

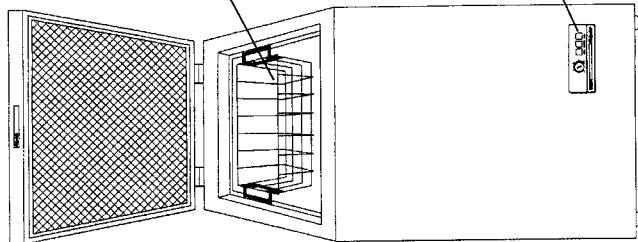
Hotpoint Ltd, Peterborough, PE2 9JB, England

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# Parts of the freezer

Before using the freezer it is recommended that you clean both the inside and the outside. Use luke warm water and a little bicarbonate of soda. 1 teaspoon to 1.2 litres of water.



**NOTE:**  
The appliance should be allowed to stand for 2-3 hours before it is turned on for the first time to allow the system to settle.

## INSTALLATION

The freezer should be placed in a dry ventilated room and never close to a radiator or other sources of heat, as this will increase the power consumption unnecessarily. Please ensure that the freezer is installed on a level surface and in a position providing an adequate air circulation to the sides and rear of the freezer. If this appliance is installed on a thick pile carpet it should be elevated to ensure free air circulation underneath. If placed in a garage or outside location then it is recommended that a coating of wax polish be applied to the outside of the appliance.

## ELECTRICAL REQUIREMENTS

We recommend that this appliance is connected to the mains supply via a suitable switched socket in a readily accessible position.

All Hotpoint appliances come complete with a fitted plug. The plug on your freezer has a 13A fuse. If the plug does not fit your sockets, a new plug can be fitted. Cut off the old plug and throw it away, do not insert it into a socket elsewhere in the house as this could cause a shock hazard.

### **WARNING: THIS APPLIANCE MUST BE EARTHED.**

#### **IMPORTANT: Fitting a Different Plug:**

The wires in the mains lead are coloured in accordance with the following code:  
Green and Yellow - Earth  
Blue - Neutral  
Brown - Live

If you fit your own plug the colours of these wires may not correspond with the identifying marks on the plug terminals. This is what you have to do:

1. Connect the green and yellow (Earth) wire to the terminal in the plug marked 'E' or with the symbol or coloured green and yellow.
2. Connect the blue (Neutral) wire to the terminal in the plug marked 'N' or coloured black.
3. Connect the brown (Live) wire to the terminal marked 'L' or coloured red.

# Hotpoint Service Cover Satisfaction Guaranteed or Your Money Back

Hotpoint gives you a unique 'Satisfaction Guaranteed' promise - valid for ninety days after you have purchased your Hotpoint product. If there is a technical problem with your Hotpoint appliance, just call Hotpoint Service (see back page). If necessary we will arrange for an engineer to call. If the technical problem is not resolved under this Guarantee, Hotpoint will replace your appliance or, if you prefer, give you your money back. Your statutory rights are not affected, and the Guarantee is additional and subject to the terms of Hotpoint's Five Year Parts Guarantee.

## Hotpoint's Free Five Year Guarantee

From the moment your appliance is delivered, Hotpoint guarantees it for **FIVE YEARS**.

- In the Five Years all replacement parts are **FREE** provided that they are fitted by our own Service Engineer. During the first year our Engineer's time and labour is also free.
- Our guarantee covers loss of food in our refrigerator and freezer products up to £250 during the first year, subject to verification by one of our engineer's.
- After the first year we will charge for our Engineer's time and labour. We do, however, operate a range of Service Plans (see opposite) which, for an annual payment, enables you to cover any repair costs which may be necessary.
- All our service repairs are guaranteed for twelve months in respect of our labour and any parts fitted.

- The appliance must be used in the United Kingdom, and must not be tampered with or taken apart by anyone other than our own Service Engineers.
- You may, however, buy parts which can be safely fitted without specialist knowledge or equipment. Their correct fitting of such parts, provided they are genuine Hotpoint spares, will not affect your Guarantee. Parts are available from our Hotpoint Spares Centres (see back page).

- Our guarantee does not cover the cost of any repair, or loss of food in refrigeration products, due to power failure, accidents or misuse. Nor does it cover the cost of any visits to advise you on the use of your appliance. Please read thoroughly the instruction book supplied with this appliance.
- If at any time during the Guarantee period we are unable to repair your appliance, we will refund any repair costs paid to us in the previous twelve months. We will also offer you a new appliance at a reduced charge instead of a repair.

- Our Guarantee is in addition to and does not affect your legal rights.
- Should you need independent advice on your consumer rights, help is available from your Consumer Advice Centre, Law Centre, Trading Standards Department and Citizens Advice Bureau.

- All Hotpoint servicing is carried out by our own Service Organisation located throughout the United Kingdom and Eire. We will be happy to deal with any problems which you may have.

## Hotpoint's Extended Warranties

Whether you have just one or a number of Hotpoint appliances in your kitchen, Hotpoint has a range of Service Plans to give you complete peace of mind. They enable you to extend your one year labour guarantee so that you can have repairs completed **FREE** during the membership period.

### **Service Cover**

We offer a range of payment methods; cheque, credit card or you can spread the cost and pay by direct debit (full details can be obtained on Free phone 0800 716356). This covers you for all repairs during the period of cover, which can be from 1 to 4 years. Service Cover also includes loss of food, up to the value of £250, in refrigeration appliances.

There is also an option of Service Cover with Maintenance at an additional cost. This includes an annual Electrical and Safety check and replacement of any parts as necessary.

### **Kitchen Cover**

An annual payment covers you for all repairs for all your Hotpoint appliances which are less than ten years old. It also covers the cost of loss of food up to £250 in our refrigeration and freezer products. There is also the option of Kitchen Cover with Maintenance at an additional cost. Any additional Hotpoint appliances purchased after you have joined Hotpoint Kitchen Cover will automatically be included during the annual period of cover without further charge.

### **Appliance Registration**

To ensure that you have the opportunity to benefit from any of the above Service Schemes and other offers you should complete and return immediately the Appliance Registration Form/Questionnaire supplied with this appliance. Full details and costs of our Service Schemes, together with an application form, will be sent to you at the end of the first year of the guarantee.

**Annual Safety/Maintenance Checks**  
Hotpoint strongly recommends that all its appliances are regularly checked for electrical and mechanical safety, whether or not they are covered by a Service Plan. Worn door gaskets or hoses may cause a leak on an appliance, which could become dangerous if neglected.

### **Proof of Purchase**

For future reference please attach your purchase receipt to this booklet and keep it in a safe place.

### **Spares and Accessories**

Spares and accessories can be ordered from your local Hotpoint Spares Centre (see back page), using the order form enclosed.

**NOTE:** Our Engineers will use every effort to avoid damage to floor coverings and adjacent units when carrying out repairs/service work, but in locations where the Engineer advises you that it will be impossible to move appliances without risk of damage, he will only proceed with your approval that no liability is accepted.

## Guide to Home Freezing

Recommended duration of storage for various foods.

### Meat and Poultry

Meat can be frozen in various ways. Do not freeze too large pieces as this will ruin the quality of the meat.

Beef	raw, joint	6-8 months
Roastbeef	raw or roasted	10-12 months
Beefsteak	raw	10-12 months
Fillet	raw, joint or steak	6 months
Goose	raw, whole, cleaned	6 months
Hare	raw, skinned, cleaned	12 months
Chicken	raw, cleaned	6 months
Turkey	raw, skinned, cleaned	6 months
Rabbit	raw	12 months
Lamb	raw or stewed	6-12 months
Liver	raw	6-8 months
Kidney	raw	4 months
Cutlets	raw, pork	3 months
	veal	10-12 months
	venison	12 months

### Fish and Seafood

Fish can be frozen in various ways.

Perch	raw, cleaned, whole or fillet	8 months
Trout	raw, cleaned, whole or fillet	4-6 months
	smoked	1 month
Lobster	boiled	3 months
Salmon	raw, cleaned, whole or fillet	3 months
	smoked	2 months
Turbot	raw, cleaned	6 months
Herring	raw, cleaned, whole or fillet	3 months
Cod		
Eel	raw, cleaned	8-12 months
	smoked	3 months
		1 month

### Ready Prepared Food

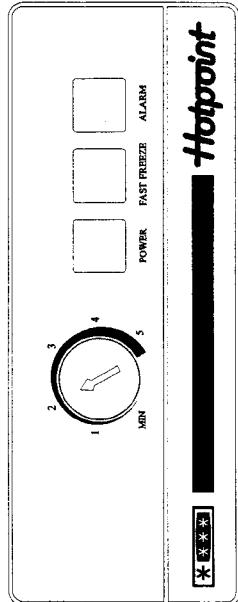
It is both practical and economical to freeze. Remember that the duration of storage depends on the fat contained in the food.

Bouillon	6 months
Fish, boiled	10-12 months
Fish dish or soup	4-6 months
Vegetable dish	6 months
Hamburger	3-6 months
Stew	6 months
Forcemeat dish	3-4 months
Pizza	3-4 months

## Freezing and storing fresh food

REMEMBER TO SWITCH OFF  
THE FAST FREEZE SWITCH  
WHEN THE QUICK FREEZING  
IS COMPLETED

Food to be fast frozen should be placed in as much contact as possible with the sides of the freezer. Avoid placing unfrozen food in contact with frozen food.



### Control panel

### THERMOSTAT

The thermostat can be adjusted from min. to max. (5) using the thermostat control knob. A normal storage temperature of -18°C is recommended for most foods. This is obtained by positioning the thermostat knob to "2". To prevent children from changing the position of the knob it is necessary to use a coin or similar object to turn the knob.

### 1• Power "on" light (green)

The power lamp remains illuminated as long as the freezer is connected to the electricity supply.

### 2• FAST FREEZE SWITCH

Fast freezing of fresh food is important if their quality is to be preserved. Switch on the FAST freeze switch 24 hours before introducing fresh food into the cabinet. For small amounts of food up to 4 kilos, the FAST freeze switch need only be switched on 4 hours before the food is introduced. When the freezer is in the FAST freeze mode the switch will glow yellow. FAST freeze conditions have been reached when the thermometer indicates -22° or colder.

### Food that should not be frozen

Avocado	6 months
Banana	10-12 months
Marmalade	4-6 months
Tomato	6 months
Egg	3-6 months
Radish	6 months
Lettuce	3 months
Sauerkraut	3 months
Omelette	3-4 months

### 3• Alarm light (red)

This lamp glows to warn of a rise in temperature. However, the lamp may glow temporarily if you are trying to fast freeze too large a quantity of fresh food.

## Defrosting

Moisture in the air and food will cause an accumulation of frost inside the freezer. Thin frost formation will not affect the functioning of the freezer. Thin frost formation can be removed by scraping with a plastic or wooden scraper.

**WARNING!...** Never use a knife or other sharp metal objects.

Defrost the freezer when the frost formation is 3-4 mm thick, using the following method:

1. Disconnect the freezer from the power supply.
2. Empty the freezer and place the frozen food in a cool area and wrap in layers of paper to prevent an undue rise in the temperature.
3. You can place a bowl of hot water inside the freezer to speed defrosting.
4. Clean the freezer throughout when the frost has been removed, and dry thoroughly.
5. Switch on the power supply. Switch on the FAST freeze switch. The red alarm light will illuminate until the internal temperature is below -18°C.
6. Reload the freezer with the frozen food. Remember to return the FAST freeze switch when the alarm light goes off.



## IMPORTANT:

The freezer must only be used for its intended purpose which is for the storage and freezing of domestic foodstuffs.

This information is provided in the interest of your safety. Please read the following carefully.

- If you are discarding an old freezer with a lock or catch fitted to the lid/door, ensure that the appliance is left in a safe condition to prevent young children being trapped inside the appliance.
- **DO NOT** place carbonated or fizzy drinks in the freezer as the container may explode when frozen.

- **DO NOT** store explosive substances in the appliance, e.g. gas containers.
- **DO NOT** re-freeze frozen food once it has thawed out.
- **DO NOT** alter or modify the design specifications of the product in any way.
- **DO NOT** attempt to carry out any repair on the appliance yourself; any servicing or maintenance must only be undertaken by suitably qualified personnel.
- **DO NOT** consume water ices directly from the freezer; allow to warm slightly before consumption.
- **DO** unplug the appliance from the mains supply before carrying out any cleaning or maintenance.
- **DO** allow the appliance to stand for 2-3 hours before it is turned on for the first time to allow the system to settle.
- **DO** take care when moving the appliance as it is heavy.
- **DO** follow the food manufacturers' storage recommendations as indicated on the packaging.
- **DO** allow adequate ventilation to the appliance as failure to do so could result in reduced performance or premature component failure.

## If the product should fail to operate

Please check the following before calling your service dealer.

- Is the plug in the plug socket?
- Has the fuse blown?
- Is there a power failure?
- Is the setting of the thermostat correct?
- Is the freezer placed too close to a heat source?
- Is the inside of the freezer covered with too thick a frost formation?

If the compressor makes repeated attempts to start without result, then turn off the electricity supply for about 20 minutes and then try again. Do not try to repair the freezer yourself.

If, after following all these instructions, you are still having problems, contact your nearest Hotpoint Service Office (or local importer if outside the United Kingdom). The telephone number is shown on the back page.

When you contact us we need to know:

1. Your name, address and post code.
2. Your telephone number.
3. Clear and concise details of the fault.
4. The model number (RC10), serial number (found on the label on the underside of the front top of the appliance), and colour.
5. When it was purchased.
6. If you have subscribed to the Hotpoint Service Cover Plan (see page 7). Make sure you have all these details before you call.

## Cleaning

Disconnect the freezer from the power supply. Clean both inside and outside of your freezer. Use lukewarm water containing a little bicarbonate of soda, then dry thoroughly (1 tsp. to 1.2 litres of water). If the freezer is to be unused for long periods, it is recommended to leave the lid open to prevent odours.

Never use any household cleaner or detergent, abrasive powders or wax polish. These not only damage the surfaces but also leave a smell in the appliance if used on the interior surfaces. Switch on the power supply. Ensure that the switches are correctly set.

## Power failure

A brief power failure will not damage your frozen food. However, it is advisable to keep the lid closed to prevent a temperature rise. Where the power failure is in excess of 24 hours, the food should be checked before the power is reconnected to ensure it has not defrosted.